



Hawaii Traveler Tips

Aloha!

This guide serves to assist travelers with disabilities and health conditions by providing information about the accessibility of Hawaii's airports and transportation systems. Also included is a list of medical supply companies and support services. Please make direct contact with any of the businesses or services in this guide to obtain additional information. This guide is also available at <http://hawaii.gov/health/dcab/>. Information contained in this guide does not serve as an endorsement for these or other businesses or services, and is intended only as a resource.

The island of Hawaii is the largest in the Hawaiian Island chain. Hilo is the county seat and is located in East Hawaii. Kona is the other major service area and is located in West Hawaii. Resources are listed for both areas where applicable.



Hilo International Airport

The State of Hawaii Department of Transportation provides an Access Guide for passengers with disabilities on services (such as animal quarantine, ground transportation, motorized wheelchairs, porter services, accessible restrooms, TTYs) at the Hilo International Airport. Obtain this guide and further information at <http://hidot.hawaii.gov/>. For more information, contact the Visitor Information Program at the Hilo International Airport at **(808) 961-9321 (V)**.



Kona International Airport

The State of Hawaii Department of Transportation provides an Access Guide for passengers with disabilities on services (such as animal quarantine, ground transportation, motorized wheelchairs, porter services, accessible restrooms, TTYs) at the Kona International Airport. Obtain this guide and further

information at <http://hidot.hawaii.gov/>. For more information, contact the Visitor Information Program at the Kona International Airport at **(808) 329-3423 (V)**.



Air Travelers With Disabilities

The U.S. Department of Transportation (DOT) offers the following assistance and information for travelers with disabilities.

- Individuals who experience disability related air travel problems or would like general information or have questions on the rights of travelers with disabilities can call the DOT hotline at **(800) 778-4838 (V)** and **(800) 455-9880 (TTY)**.
- Information about the Air Carrier Access Act which prohibits discrimination on the basis of disability in air travel and filing a complaint can be found at <http://www.dot.gov/airconsumer/complaints-alleging-discriminatory-treatment-against-disabled-travelers#>.

Hawaii Traveler Tips

The U.S. Transportation Security Administration, which is responsible for passenger airport security screenings, can provide information for travelers with disabilities and medical conditions in preparing for airport screenings at “Travelers with Disabilities and Medical Conditions” at **(855) 787-2227** or at <http://www.tsa.gov/traveler-information/travelers-disabilities-and-medical-conditions>.



Adapted Vehicle Rentals

With advance notice, car rental companies will install hand controls, provide accessible transportation from the airport or airport car rental booth to the vehicle pickup point, or deliver the vehicle to the airport terminal.

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|----------------------------|--------------------------------------|
| Alamo Rent-A-Car | (800) 327-9633 (Toll free) |
| Avis Rent-A-Car | (800) 321-3712 (Toll free) |
| Budget Rent-A-Car | (800) 527-7000 (Toll free) |
| Dollar Rent-A-Car | (866) 434-2226 (Toll free) |
| Hertz Rent-A-Car | (800) 654-3011 (Toll free) |
| National Rent-A-Car | (800) 227-7368 (Toll free) |



Accessible Van Rentals

Wheelchair Getaways of Hawaii
(800) 642-2042 (Toll free)
Web site: www.wheelchairgetaways.com

Wheelers Van Rentals of Hawaii LLC
(877) 735-6365 (Toll free)
Web site: www.wheelersvanrentals.com/



Transportation

The Hawaii County Mass Transit Agency provides public transportation around the island on the Hele-On bus. All buses are wheelchair accessible. In addition, the Transit Agency offers a Shared-Ride Taxi program which provides door-to-door transportation for as little as \$2.00 within the urbanized area of Hilo and Kona. Coupons must be purchased in advance for this taxi service. Contact the County of Hawaii, Mass Transit Agency for information on routes, schedules, hours of operation and purchasing taxi coupons at **(808) 961-8744**.

Mass Transit Agency

1266 Kamehameha Avenue, Suite A-2
Hilo, HI 96720

(808) 961-8744

(808) 961-8745 (Fax)

Email: heleonbus@co.hawaii.hi.us

Web site: <http://www.hawaiicounty.gov/mass-transit/>



Accessible Parking

The State of Hawaii recognizes valid person with a disability parking placards issued by other states and countries for parking in designated, accessible parking spaces. Parking placards must hang from the vehicle's rearview mirror when the vehicle is parked in a designated space.



Access to Beaches and Trails

All terrain wheelchairs are available for “surf day” events at designated beaches in Hilo and Kona on scheduled dates. For more information, contact the County of Hawaii, Department of Parks and Recreation at **(808) 961-8681**.

For information on trails throughout the state, you may contact the Department of Land and Natural Resources, Na Ala Hele Trails and Access Program on Oahu **(808) 973-9782** or visit **www.hawaiitrails.org/**.



Medical Equipment

The following medical supply and health care companies sell or rent medical equipment and supportive aids. This listing is not an endorsement for any particular company, business or product. You can also refer to the phone directory yellow pages under Medical Equipment and Supplies for more listings. Contact the medical supply and health care companies in advance to arrange and ensure your equipment needs are ready when you arrive in Hawaii.

Apria Healthcare

811 Laukapu Street, Suite 9
Hilo, HI 96720
(808) 969-1211
(808) 935-7615 (Fax)
Web site: **www.apria.com**

Big Island Medical

P.O. Box 1740
Kealahou, HI 96750
(808) 323-3313
(808) 322-9281 (Fax)
Email: staff@bigislandmedical.com
Web site: **www.bigislandmedical.com**

Rainbow Medical Supply, Inc.

16-186 Kalara Street
Shipman Business Park
Keaau, HI 96749
(808) 982-3830
(808) 982-3835 (Fax)
Web site: **www.rainbowmedicalsupply.com**

Shiigi Drug

Ben Franklin Hilo Center

333 Kilauea Avenue
Hilo, HI 96720
(808) 935-0001
(808) 969-9833 (Fax)



Support Services

The following businesses provide in-home services that may include nurses, nurse's aides, and home assistance for persons with disabilities or have other health conditions. Fees are charged for all services. Contact the business in advance for information. The Centers for Independent Living may also be a resource for other support services.

CareResource Hawaii

69 Railroad Avenue, Suite A20
Hilo, HI 96720
(808) 935-2718
(808) 969-9454 (Fax)
Web site: **www.careresourcehawaii.org**

CareResource Hawaii

75-167 Kalani Street, Suite 206
Kailua-Kona, HI 96740
(808) 326-7021
(808) 329-1091 (Fax)
Web site: **www.careresourcehawaii.org**

Hawaii Centers for Independent Living - Hilo

1055 Kinoole Street, Suite 105
Hilo, HI 96720
(808) 935-3777 (V)
(808) 935-7888 (TTY)
(808) 930-6055 (VP)
(808) 961-6737 (Fax)
Email: leonas@pacifil.org
Web site: **www.cil-hawaii.org**



Communication Access Services

Telecommunications Relay Service (TRS) is available statewide by calling **711**.

**Sign Language Interpreters
Hawaii Interpreting Services
(808) 394-7706**

Email: info@interpretinghawaii.com

Web site: www.interpretinghawaii.com



Service Animals

Contact the Hawaii Department of Agriculture for information on requirements for allowing guide dogs and service animals to enter Hawaii without quarantine.

**Hawaii Department of Agriculture
Animal Quarantine Station**

99-951 Halawa Valley Street
Aiea, HI 96701-5602

(808) 483-7151

(808) 483-7161 (fax)

Email: rabiesfree@hawaii.gov

Web site: <http://hdoa.hawaii.gov/> and
link: "Quarantine for Dogs & Cats" and

"Guide and Service Dogs". Web site for information on service animals: <http://hdoa.hawaii.gov/ai/> from "Quarantine for Dogs & Cats" and "Guide and Service Dogs".



Visitor Aloha Society of Hawaii

The Visitor Aloha Society of Hawaii assists visitors who are victims of crime, accident, death in the family, or other adversities while visiting Hawaii.

**Visitor Aloha Society of Hawaii
Island of Hawaii - West**

(808) 756-0785 (Kailua-Kona)

(808) 324-0346 (Fax)

Email: West@VASHBigIsland.org

**Visitor Aloha Society of Hawaii
Island of Hawaii - East**

(808) 756-1472 (Hilo)

(808) 934-7785 (Fax)

Email: East@VASHBigIsland.org

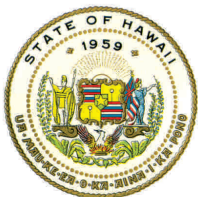
This guide was prepared by the State of Hawaii, Department of Health
Disability and Communication Access Board

919 Ala Moana Boulevard, Room 101 • Honolulu, HI 96814

(808) 586-8121 (V/TTY) • (808) 586-8129 (Fax)

Web site: <http://health.hawaii.gov/dcab/> • Email: dcab@doh.hawaii.gov

We provide access to our activities without regard to race, color, national origin (including language), age, sex, religion, or disability. If you have a concern, write or call the Disability and Communication Access Board or the Department of Health Affirmative Action Officer at P.O. Box 3378, Honolulu, HI 96801-3378, or call (808) 586-4614 (V/TTY) within 180 days of a problem.



STATE OF HAWAII

Neil Abercrombie,
Governor of Hawaii



Loretta J. Fuddy, A.C.S.W., M.P.H.,
Director of Health

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